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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/599,315	06/22/2000	Jarmo Saari	602.323USWI	8612

32294 7590 06/18/2004

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EXAMINER

NGUYEN, QUYNH H

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 06/18/2004

18

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/599,315

Applicant(s)

SAARI, JARMO

Examiner

Quynh H Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Amendment filed 3/15/04.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 14-19 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 14-19 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

2. Claims 14-19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Beckle et al. (U.S. Patent 5,153,909).

Regarding claim 14, Beckle et al. teach the automatic call distributor (ACD) system arrangement for providing resource control and call event data processing services for a plurality of ACD systems. A control processor complex (CPC) and a special Event and Control Link Processor (ECL) ("second process") provides end-user call event data processing and requested resource allocation changes services tone or more management information system (MIS) processors ("first process") (Abstract, lines 5-20 and col. 2, lines 23-33); receiving service parameters from the first process (col. 2, lines 46-48 – the address of the recipient MIS processor and col. 5, lines 20-26 – message type, agent ID number); refreshing the service when the first process wishes the service to be continued (col. 5, line 57 through col. 6, line 27 – keep alive protocol messages).

Beckle et al. do not suggest saving service parameters given by the first process in the service request.

It would have been obvious to one of ordinary skill in the art at the time the invention was made that in any communications network or multiprocessor systems

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environment there are always communications between processes, and in order to provide the service refresh or keep alive protocol messages, the service parameters need to be saved. For example, the address of the recipient MIS processor.

Regarding claim 15, Beckle et al. teach the service parameters such as the address of the recipient MIS processor, message type, agent ID number given by the first process are saved, and when the second process is started (keep alive protocol messages or loop) it provides a service to the first process in accordance with the stored parameters (col. 5, line 57 through col. 6, line 27).

Claim 16 and 19 are rejected for the same reasons as discusses above with respect to claims 14 and 15.

Regarding claim 17, Beckle et al. teach the service is refreshed at predetermined time intervals (col. 6, lines 13-27).

Regarding claim 18, Beckle et al. teach the service is removed ("rejected") in a failure situation ("the message is not in the correct format") occurring in the telephone exchange system (col. 7, lines 16-23).

Response to Arguments

3. Applicant's arguments with respect to claims 14-19 have been considered but are moot in view of the new ground(s) of rejection.

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

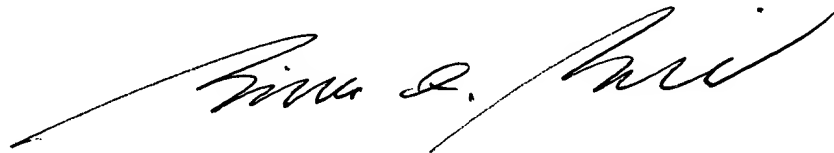
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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

qhn

Quynh H. Nguyen
June 17, 2004



BING Q. BUI
PRIMARY EXAMINER